

**Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 85 Windward Express Kaneohe
Route 87 Windward Express Kailua**

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Based on the following criteria, the proposal to reduce service to one trip in the morning and one trip in afternoon does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual Ridership FY 2020

System-wide:	48,536,030
Route 85:	21,900 = .045%
Route 87:	30,619 = .063%

Background

Prior to the pandemic, Peak Express Routes 85 and 87 operated three trips in the morning and three trips in the afternoon. Due to the ongoing impacts of the pandemic (i.e. work from home, unemployment, reluctant to ride bus due to onboard exposure risk), decreased ridership on these routes averages 3-6 passengers per trip.

Proposed Changes

The proposal adjusts service levels from three trips to one trip in both the morning and afternoon weekday peak period based on the decrease in ridership/service productivity and to address operating costs and budget/resource allocations.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their

comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard in-person survey of riders to determine trip times that best fit the needs of the majority of riders.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.